

# Office of Director

## What does this appropriation do?

The Office of the Director oversees and coordinates the division programs and services to respond to the needs of Missouri citizens. Specifically:

- Oversees the development of appropriate policies and procedures department-wide.
- Develops and maintains the strategic plan to assure that available departmental resources support optimum efficiency, consistency and capacity in meeting Missourians' needs.
- Works with the Governor's Office, the General Assembly, other departments in state government, federal agencies and associations to further their respective goals.
- Provides a single point of contact for the Governor's Office, the General Assembly, other state departments in state government, federal agencies, associations and the public for information regarding the department.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the personnel services funding for this function?

Fiscal Year	General Revenue	Federal*	Other*	Total
2001	\$0.8 mil			\$0.8 mil
2002	\$0.8 mil			\$0.8 mil
2003	\$0.6 mil			\$0.6 mil
2004	\$0.5 mil			\$0.5 mil

*\*The Directors Office has a small amount of Federal and Other funding.*

## What is the expense and equipment funding for this function?

Fiscal Year	General Revenue	Federal*	Other*	Total
2001	\$0.2 mil			\$0.2 mil
2002	\$0.1 mil			\$0.1 mil
2003	\$0.1 mil			\$0.1 mil
2004	\$0.1 mil			\$0.1 mil

*\*The Directors Office has a small amount of Federal and Other funding.*

## What are the sources of non-general revenue funds?

Indirect Earnings Federal Funds, Child Support Enforcement Collection Fund

## How many staff are budgeted?

SFY-2001	SFY-2002	SFY-2003	SFY-2004
16	16	12	9

# Legal Aid Grants

## What does this program do?

Provides funding to Missouri Legal Services Corporation to provide legal services to low-income Missourians who are unable to afford the normal cost.

## What is the statutory base?

State: RSMo 537.675, 477.650

## Is this a federally mandated program?

No.

## What is the funding?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$1.6 mil	\$0	\$0	\$1.6 mil
2002	\$0.1 mil	\$0	\$1.5 mil	\$1.6 mil*
2003	\$0	\$0	\$1.3 mil	\$1.3 mil
2004	\$0	\$0	\$2.0 mil	\$2.0 mil

\*Includes supplemental appropriation

## What are the sources of non-general revenue funds?

Legal Services for Low-Income Peoples Fund

## How many clients have been served\*?

SFY-2001	SFY-2002	SFY-2003
30,397	32,388	31,640

\*These are all clients served by Legal Aid regardless of funding source.

# Federal Grants and Donations

## What does this program do?

This appropriation is used to receive and spend temporary or unappropriated grants and donations from federal, state and private sources. Funds are rolled into permanent appropriation sections in subsequent years.

## What is the statutory base?

N/A

## Is this a federally mandated program?

No.

## What is the funding?

Fiscal Year	General Revenue	Federal	Other*	Total
2001	\$0	\$12.4 mil		\$12.4 mil
2002	\$0	\$12.1 mil		\$12.1 mil
2003	\$0	\$12.4 mil		\$12.4 mil
2004	\$0	\$12.1 mil		\$12.4 mil

\*There is a small amount of Other funding.

## What are the sources of non-general revenue funds?

- Adoption Incentive
- Medical Services-TWWIIA
- Medical Services-Real Choice Grant
- Youth Services-Re-Entry/Juvile Accountability
- Family Support-Incarcerated Fathers
- Youth Services-Vocational Enhancement Safe Transport
- Children's Division-School Technology/Violence Hotline
- Annie E. Casey Foundation

# Maintenance and Repair

## What does this program do?

Provides funding for maintenance and repair of 25 Division of Youth Services facilities and Prince Hall Family Support Center.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the funding?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$0	\$0	\$0	\$0
2002	\$0	\$0.1 mil	\$0.1 mil	\$0.2 mil
2003	\$0	\$0.1 mil	\$0.1 mil	\$0.2 mil
2004	\$0	\$0.1 mil	\$0.1 mil	\$0.2 mil

## What is the source of the non-general revenue funding?

Facilities Maintenance Reserve Fund

# Human Resource Center

## What does this appropriation do?

The Human Resource Center plans, develops and implements the statewide Human Resource programs, giving direction and coordination to all divisions within the department.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the personnel services funding for this function?

Fiscal Year	General Revenue	Federal*	Other*	Total
2001	\$0.3 mil			\$0.3 mil
2002	\$0.3 mil			\$0.3 mil
2003	\$0.3 mil			\$0.3 mil
2004	\$0.3 mil	\$0.2 mil		\$0.5 mil

\*There is a small amount of Federal and Other funding in this appropriation.

## What is the expense and equipment funding for this function?

Fiscal Year	General Revenue	Federal*	Other*	Total
2001	\$.03 mil			\$.03 mil
2002	\$.03 mil			\$.03 mil
2003	\$.03 mil			\$.03 mil
2004	\$.03 mil	\$.04 mil		\$.07 mil

\*There is a small amount of Federal and Other funding in this appropriation.

## What is the source of the non-general revenue funding?

Indirect Federal Funds Earnings

## How many staff are budgeted for this function?

SFY-2001	SFY-2002	SFY-2003	SFY-2004
10	10	10	16**

\*\*Reflects transfer in Office of Civil Rights staff and personnel attorney/support staff from Legal Services.

## What are some examples of work performed by the Human Resource Center?

	2001	2002	2003
Employee Grievances	188	208	227
Civil Rights Investigations/Processed Complaints	118	179	154
Civil Rights Training (Number of Employees Trained)	1,582	1,435	783
Civil Rights Compliance Monitoring	6,202	7,500	1,830
Workers Compensation Reports	181	166	211
Unemployment Compensation Applications	330	407	425
Requests for Verification of Employment	1,150	1,000	900
Exit Interviews Conducted	517	312	402

# Budget and Finance

## What does this appropriation do?

The division provides centralized financial support to all Department of Social Services divisions.

## What are some examples of work performed by the Division of Budget and Finance?

	2001	2002	2003
Payment Requests Processed	245,494	206,218	168,338
Purchase Requisitions Processed	6,219	6,267	5,588
Travel Expenses Audited	62,800	55,600	31,434

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the personnel services funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$2.5 mil	\$0.5 mil	\$0	\$3.0 mil
2002	\$2.1 mil	\$0.4 mil	\$0	\$2.5 mil
2003	\$1.8 mil	\$0.4 mil	\$0	\$2.2 mil
2004	\$1.6 mil	\$0.4 mil	\$0	\$2.0 mil

## What is the expense and equipment funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$1.1 mil	\$1.0 mil	\$0	\$2.1 mil
2002	\$0.2 mil	\$0.1 mil	\$0	\$0.3 mil
2003	\$0.2 mil	\$0.1 mil	\$0	\$0.3 mil
2004	\$0.1 mil	\$0.1 mil	\$0	\$0.2 mil

## What is the source of the non-general revenue funding?

Indirect Federal Funds Earnings

## How many staff are budgeted for this function?

SFY-2001	SFY-2002	SFY-2003	SFY-2004
92	80	68	64

# Revenue Maximization

## What does this program do?

Provides funding for payment of fees to contractors who engage in revenue maximization projects on behalf of the department.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the funding\*?

Fiscal Year	General Revenue	Federal	Other	Total
2004	\$0	\$1.0 mil	\$0	\$1.0 mil

\*This is a new appropriation in SFY-2004.

## What is the source of the non-general revenue funding?

Indirect Federal Funds Earnings

## What are examples of revenue maximization projects currently being worked on?

- Subsidized Guardianship Waiver
- Foster Care Maintenance Payment Methodologies
- Children's Division/Youth Services Revenue Maximization

# **Receipt and Disbursement - Refunds**

## **What does this program do?**

This appropriation is for incorrectly deposited receipts. Insurance companies, medical providers, MC+ clients and other parties sometimes send various payments to the Department of Social Services that are incorrect amounts. The incorrect amount is deposited and when a correct amount is determined a refund is made using this fund.

## **What is the statutory base?**

State: RSMo 660.010

## **Is this a federally mandated program?**

No.

## **What is the funding\*?**

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$0	\$1.3 mil	\$0	\$1.3 mil
2002	\$0	\$0.6 mil	\$0	\$0.6 mil
2003	\$0	\$0.6 mil	\$0	\$0.6 mil
2004	\$0	\$2.5 mil	\$0	\$2.5 mil

\*This is an estimated appropriation.

## **What is the source of the non-general revenue funding?**

Incorrect payments

## **How much in refunds have been processed?**

SFY-2001	SFY-2002	SFY-2003
\$1.3 mil	\$0.6 mil	\$5.7 mil**

\*\*The increase in SFY-2003 is due to repayment of back AFDC recoupments.

# Neglected and Delinquent Children

## What does this program do?

This provides payments to county youth detention programs for each juvenile detained in the juvenile justice system.

## What is the statutory base?

State: RSMo 211.151, 211.156

## Is this a federally mandated program?

No.

## What is the funding?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$4.4 mil	\$0	\$0	\$4.4 mil
2002	\$4.4 mil	\$0	\$0	\$4.4 mil
2003	\$4.0 mil	\$0	\$0	\$4.0 mil*
2004	\$3.2 mil	\$0	\$0	\$3.2 mil

\*Includes supplemental appropriation

## What is the source of the non-general revenue funding?

This is a 100% general revenue program.

## Who is eligible?

County juvenile detention programs

## How many detention days have been paid for?

SFY-2001	SFY-2002	SFY-2003
221,729	247,756	231,579

# Information Systems and Technology

## What does this appropriation do?

The Information Systems and Technology Division is responsible for the department's information systems development and maintenance, information technology services, mainframe, network and operation technical support. Also included are help desk support and data management.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the personnel services funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$4.1 mil	\$4.5 mil	\$0.1 mil	\$8.7 mil
2002	\$4.1 mil	\$4.5 mil	\$0.3 mil	\$8.9 mil
2003	\$3.6 mil	\$4.5 mil	\$0.3 mil	\$8.4 mil
2004	\$3.1 mil	\$4.5 mil	\$0.3 mil	\$7.9 mil

## What is the expense and equipment funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$7.8 mil	\$21.6 mil	\$1.7 mil	\$31.1 mil*
2002	\$4.6 mil	\$20.6 mil	\$3.6 mil	\$28.8 mil
2003	\$2.9 mil	\$25.5 mil	\$3.4 mil	\$31.8 mil
2004	\$1.1 mil	\$25.5 mil	\$3.4 mil	\$30.0 mil

\*Includes supplemental appropriation

## What is the source of the non-general revenue funding?

Temporary Assistance for Needy Families Block Grant, Low-Income Energy Assistance Program, Child Support Enforcement Collections Fund, Administrative Trust, Department of Elementary and Secondary Education Fund

## How many staff are budgeted for this function?

SFY-2001	SFY-2002	SFY-2003	SFY-2004
201	207	186	175

## What percent of time are application systems available to program staff during working hours?

SFY-2001	SFY-2002	SFY-2003
99.7%	99.7%	99.4%

# Staff Computers and Training

## What does this appropriation do?

This appropriation is a funding pool to provide computer equipment and training to the Department of Social Services field and line staff. A transfer of this appropriation in SFY-2005 to the Information Systems and Technology Division is requested.

## What is its statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the funding?

State Fiscal Year	General Revenue	Federal	Other	Total
2004	\$1.4 mil	\$0.7 mil	\$0	\$2.1 mil

## What is the source of the non-general revenue funding?

Temporary Assistance for Needy Families Block Grant, Low-Income Energy Assistance Program, Child Support Enforcement Collections Fund, Administrative Trust, Department of Elementary and Secondary Education Fund

# General Services

## What does this appropriation do?

The General Services Division is responsible for the department's telecommunications, building management, office moves, mailing, warehouse services and management of the Prince Hall facility.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the personnel services funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$2.2 mil	\$0.3 mil	\$0	\$2.5 mil
2002	\$2.0 mil	\$0.3 mil	\$0.1 mil	\$2.4 mil
2003	\$1.7 mil	\$0.3 mil	\$0.1 mil	\$2.1 mil
2004	\$1.4 mil	\$0.2 mil	\$0.1 mil	\$1.7 mil

## What is the expense and equipment funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$1.0 mil	\$0.1 mil	\$4.5 mil	\$5.6 mil
2002	\$0.8 mil	\$0.1 mil	\$10.0 mil	\$10.9 mil
2003	\$0.7 mil	\$0.1 mil	\$5.8 mil	\$6.6 mil
2004	\$0.5 mil	\$0.1 mil	\$5.6 mil	\$6.2 mil

## What is the source of the non-general revenue funding?

Indirect Federal Fund Earnings, Child Support Enforcement Collections, Administrative Trust

## How many staff are budgeted for this function?

SFY-2001	SFY-2002	SFY-2003	SFY-2004
97	95	85	73

## What are examples of work performed by the Division of General Services?

	2001	2002	2003
Mail Processed	17.8 mil	19.8 mil	21.9 mil
Office Moves	1,937	2,025	1,158
Shop Cost Saving	\$1.7 mil	\$1.7 mil	\$1.4 mil
Material Management Savings on Supply Orders	\$1.3 mil	\$0.6 mil	\$0.3 mil

# Legal Services

## What does this appropriation do?

The Division of Legal Services provides comprehensive legal support to all program and support divisions in the department.

## What is the statutory base?

State: RSMo 660.010

## Is this a federally mandated program?

No.

## What is the personnel services funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$2.8 mil	\$3.0 mil	\$0.3 mil	\$6.1 mil
2002	\$2.8 mil	\$2.9 mil	\$0.3 mil	\$6.0 mil
2003	\$2.0 mil	\$3.0 mil	\$0.6 mil	\$5.6 mil
2004	\$1.8 mil	\$2.8 mil	\$0.7 mil	\$5.3 mil

## What is the expense and equipment funding for this function?

Fiscal Year	General Revenue	Federal	Other	Total
2001	\$0.5 mil	\$0.5 mil	\$0.1 mil	\$1.1 mil
2002	\$0.4 mil	\$0.6 mil	\$0.1 mil	\$1.1 mil
2003	\$0.3 mil	\$0.8 mil	\$0.3 mil	\$1.4 mil
2004	\$0.2 mil	\$0.8 mil	\$0.3 mil	\$1.3 mil

## What is the source of the non-general revenue funding?

Third Party Liability Fund, Child Support Enforcement Collections, Low-Income Energy Assistance Program, Indirect Federal Fund Earnings

## How many staff are budgeted for this function?

SFY-2001	SFY-2002	SFY-2003	SFY-2004
183	183	169	150

## What are examples of work performed by the Division of Legal Services?

	2001	2002	2003
Legal Assistance and Opinions	979	1,045	995
Child Protection and Permanency Closed	3,183	2,792	2,961
Administrative Hearing Decisions	15,078	15,407	18,352
Food Stamp Recoulements Initiated	21,387	25,816	24,100
Criminal Investigation Conducted by the State			
Technical Assistance Team	372	386	355